



# E-SCOOTER EXPANSION TO TUGGERANONG, MOLONGLO AND WESTON CREEK

## REPORT ON WHAT WE HEARD

Canberrans were invited to have their say on the expansion of Canberra's shared e-scooter scheme to Tuggeranong, Molonglo and Weston Creek from 8 December 2022 to 10 February 2023 to ensure the scheme meets the needs of the community.

The expansion includes:

- Wanniasa, Oxley, Monash and Greenway as well as parts of Bonython and Isabella Plains in Tuggeranong
- the suburbs of Coombs and Wright in Molonglo
- expanding the Weston Creek operating area to include the suburbs of Holder, Waramanga and parts of Stirling
- the extension of the Woden operating area to include the suburbs of Pearce, Torrens and Farrer.

The expansion is intended to provide new transport options for both short trips in the local neighbourhood as well as for connecting with public transport and commuting to work. It is also intended to promote access to our national institutions and attractions through its coverage of the parliamentary triangle.

## THE CONVERSATION

### Online survey

An interactive map hosted on the YourSay website was open during the consultation period for the community to provide feedback on the new zones (no ride, no parking, go slow, suggested links) and how they meet local needs. The community was also invited to provide feedback via email and social media.

### Stakeholder communication

Emails were sent to stakeholder groups to inform them of the expansion and invite feedback via YourSay.

## WHO WE ENGAGED

The consultation targeted residents, workers, visitors and key stakeholders in the expansion areas of Tuggeranong, Molonglo and Weston Creek.

We promoted the consultation via:

- media release from Minister for Transport and City Services
- Transport Canberra website, e-newsletter, Facebook and Twitter
- ACT Government Facebook
- Our Canberra print and e-newsletter editions
- an email to stakeholders including the Tuggeranong Community Council and Weston Creek Community Council



- ‘Come and try’ event held by e-scooter provider, Beam, at Tuggeranong town centre
- radio advertising

Submissions were received from Weston Creek Community Council and Advocacy for Inclusion.

## WHAT WE HEARD

The key insights below represent the most common themes raised across all feedback channels.

### Adjustments within operating areas to improve community safety

1. The community is keen for a small number of adjustments to the scheme’s operating areas to include additional go slow zones particularly around shopping centre areas and along Tuggeranong lakefront, as well as designated parking areas.

### Improving connectivity to local shopping centres

2. Some adjustments suggested to improve connectivity to local shopping centres from other suburbs/parts of suburbs not included in the current operating areas.

### Safety concerns

3. Some members of the community expressed safety concerns when walking due to the prevalence of e-scooters. This was particularly for those who are elderly or have mobility, hearing or sight impairments.
4. Some members of the community provided specific feedback around e-scooter riders not providing enough space between themselves and other path users, as well as riders not providing adequate warning before passing.
5. Advocacy for Inclusion also raised these issues along with concerns that older Canberrans will avoid using paths which then impacts on their physical and mental health.
6. While Weston Creek Community Council flagged general support from local residents for the scheme, they highlighted safety as a key area of improvement. They flag a need to separate e-scooter riders from pedestrians.

### Discarded e-scooters

7. Concerns were raised about discarded e-scooters being both an eyesore and a safety issue, including blocking paths and driveways and being parked in front of kerb ramps. Calls for greater use of drop-off areas in convenient locations.

### E-scooter riders breaking rules/need for education and enforcement

8. Concerns were raised about a prevalence of e-scooter riders not following the rules, particularly for wearing helmets.
9. Submissions from Advocacy for Inclusion and Weston Creek Community Council, along with comments received via social media and email, raised the need for greater education of e-scooter users.
10. Calls for enhanced rule enforcement from community members and Weston Creek Community Council.

### Insurance for e-scooter users

11. Some members of the community are concerned that users of e-scooters are not appropriately covered by accident insurance.

### E-scooter ban

12. A small number of the community expressed a desire to ban e-scooters.



## WHAT'S NEXT?

Feedback received from the community and stakeholders will be used to review and refine the implementation of the shared e-scooter scheme in the expansion area of Tuggeranong, Molonglo and Weston Creek as well as ahead of any further rollout.

It will be provided to the two e-scooter providers to assist with their operation of the scheme. It is also being used by the ACT Government when undertaking education activities. The two e-scooter providers financially contribute to the ACT Government's e-scooter safety and education campaigns.

Updates will continue to be provided via the YourSay page. If you have any questions about this project or would like to be kept updated on its progress, please email [communityengagement@act.gov.au](mailto:communityengagement@act.gov.au).

### Key Timings

**8 December 2022:** Community engagement starts on the e-scooter expansion to Gungahlin and Woden

**10 February 2023:** Community engagement closes

**November 2023:** What We Heard report released (**we are here**)

**2024:** Adjustments made to the scheme

### THANK YOU FOR YOUR FEEDBACK

**2110**

We had 2110 page views to the Your Say site from 1373 visitors during the engagement period

**1**

We organised a Come and Try session in Tuggeranong Town Centre

**47**

We received 47 pieces of feedback on the YourSay interactive map

**17**

We received 17 suggestions for link paths and additional suburbs to be included in the scheme

**42**

We sent emails to over 40 organisations

**108,186**

We reached over 108,000 people on social media

**13**

We received 13 emailed submissions

**14**

The expansion goes into 14 suburbs in Tuggeranong, Molonglo and Weston Creek